

What is claimed is:

1. In an operating system (OS) for a multimedia communications center (MMCC), an interactive process module (IPM) for accomplishing a process,
5 comprising:

a plurality of code sets, each adapted to completion of a specific task in the overall process;

an input interface for providing one or more inputs to the IPM; and
an output function for returning a result;

10 wherein the plurality of code sets are related by pre-requisite status, creating a required order of progression for the process, the process is initiated after being called by the OS and receiving required inputs, the IPM is adapted to interface with other OS modules for accessing and providing data, and upon completion of the last task the IPM returns the result.

15 2. The IPM of claim 1 wherein task structure and parameters are presentable in a graphical interface displaying tasks making up the IPM in prerequisite order.

20 3. The IPM of claim 2 wherein the graphical interface is a GANT chart.

4. The IPM of claim 2 wherein the graphical interface is interactive, allowing a programmer to add, delete, and edit steps in the process.

25 5. The IPM of claim 2 wherein start and finish times are displayed for each task.

6. The IPM of claim 1 wherein, in performing any one task, next activity is variable, and is determined by performance to requirements programmed with the task.

5 7. The IPM of claim 6 wherein the task requirements include completion within a preprogrammed allotted time.

8. The IPM of claim 7 wherein next activity includes a choice of stopping the process and notifying a person in the event of non-completion of a task
10 in an allotted time.

9. The IPM of claim 7 wherein one or more tasks require human intervention and activity, and comprising an activity of reminding a person responsible for an activity of a pending time deadline.

15 10. An operating system (OS) for a multimedia call center (MMCC) comprising one or more interactive process modules (IPMs) for accomplishing individual processes, each IPM comprising:

20 a plurality of code sets, each adapted to completion of a specific task in the overall process;

an input interface for providing one or more inputs to the IPM; and
an output function for returning a result;

wherein the plurality of code sets are related by pre-requisite status, creating a required order of progression for the process, the process is
25 initiated after being called by the OS and receiving required inputs, the IPM is adapted to interface with other OS modules for accessing and providing data, and upon completion of the last task the IPM returns the result.

11. The OS of claim 10 wherein task structure and parameters are presentable in a graphical interface displaying tasks making up the IPM in prerequisite order.

5 12. The OS of claim 11 wherein the graphical interface is a GANT chart.

13. The OS of claim 11 wherein the graphical interface is interactive, allowing a programmer to add, delete, and edit steps in the process.

10 14. The OS of claim 11 wherein start and finish times are displayed for each task.

15 15. The OS of claim 10 wherein, in performing any one task, next activity is variable, and is determined by performance to requirements programmed with the task.

16. The OS of claim 15 wherein the task requirements include completion within a preprogrammed allotted time.

20 17. The OS of claim 16 wherein next activity includes a choice of stopping the process and notifying a person in the event of non-completion of a task in an allotted time.

25 18. The OS of claim 16 wherein one or more tasks require human intervention and activity, and comprising an activity of reminding a person responsible for an activity of a pending time deadline.

19. An object-oriented programming tool for use by a programmer in constructing an Interactive Process Module adapted for use with an operating system (OS) in a multimedia call center (MMCC), comprising:

- 5 a graphical interface comprising an input facility adapted for defining a task, definition including a task identifier, a task description comprising activities performable by the operating system, and prerequisite relationship to any other tasks;
- a set of one or more inputs definable by the programmer; and
one or more outputs;
- 10 wherein entry of tasks with parameters by a programmer sequentially builds a process comprising multiple tasks to be performed in a requisite order dictated by the prerequisite relationship.

20. The programming tool of claim 19 wherein the result of a programmed
15 IPM is a GANT chart.